

REMARKS

Applicants acknowledge receipt of the Examiner's Office Action dated July 31, 2003. Attached to the Office Action was an Information Disclosure Statement submitted by Applicants on April 28, 2003. While all of the cited patents were initialed, the search report listed in the "other art" section of the IDS was not initialed. A Request for Consideration of References is submitted herewith. Applicants respectfully request that the Examiner consider the search report.

Claims 1-32 are pending. Claims 1-32 stand rejected. The drawings have been amended to correct typographical errors. No amendments to the specification or claims have been made.

Rejection of Claims under 35 U.S.C. §102

Claims 1-3, 8, 11-15, 20, 23-25, and 30 are rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 6,263,066 issued to Shtivelman et al. (Shtivelman). Applicants respectfully traverse this rejection.

Independent claim 1 is set forth below:

1. A method of maintaining real-time data for multi-channel communication queuing, comprising:  
forming a list of agent data, wherein the agent data includes information related to types of communication media an agent can access.

Shtivelman does not teach "forming a list of agent data, wherein the agent data includes information related to types of communication media an agent can access." Shtivelman does not recognize the need for determining that different agents have access to different types of media and/or provide service for different types of media. Consequently, agent data as described in Shtivelman do not include information about media types and Shtivelman fails to teach all elements of claim 1. Independent claim 1 and its dependent claims 2-12 are allowable for at least the foregoing reasons.

Furthermore, independent claims 13 and 23 include substantially the same limitation as independent claim 1. As a result, independent claim 13, its dependent

claims 14-22, independent claim 23, and its dependent claims 24-32 are also allowable for at least the foregoing reasons.

*Rejection of Claims under 35 U.S.C. §103*

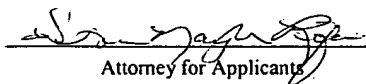
Claims 4-7, 9, 10, 16-19, 21, 22, 26-29, 31, and 32 are rejected under 35 U.S.C. § 103(a) as being unpatentable over U.S. Patent No. 6,263,066 issued to Shtivelman et al. (Shtivelman) in view of U.S. Patent No. 6,064,730 issued to Ginsberg (Ginsberg). Applicants respectfully traverse this rejection.

Ginsberg teaches an interactive system providing customers with call-routing options in the form of a dynamic visual display that enables the user to establish a direct audio/visual communication link with an agent of the customer's choice. (Ginsberg, column 2, lines 49-53.) Ginsberg provides an interface for telephone-based communication and does not suggest or teach the need to provide a type of communication medium by which an agent can communicate, as required by independent claims 1, 13, and 23, as described above. Therefore, neither Shtivelman nor Ginsberg, alone or in combination, teaches tracking "agent data [that] includes information related to types of communication media an agent can access." As a result, claims 4-7, 9, 10, 16-19, 21, 22, 26-29, 31, and 32 are allowable for at least the foregoing reasons.

**CONCLUSION**

In view of the remarks set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned at 512-439-5086.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Non-Fee Amendment, COMMISSIONER FOR PATENTS, P. O. Box 1450, Alexandria, VA 22313-1450, on October 31, 2003.

  
Attorney for Applicants

10/31/03  
Date of Signature

Respectfully submitted,



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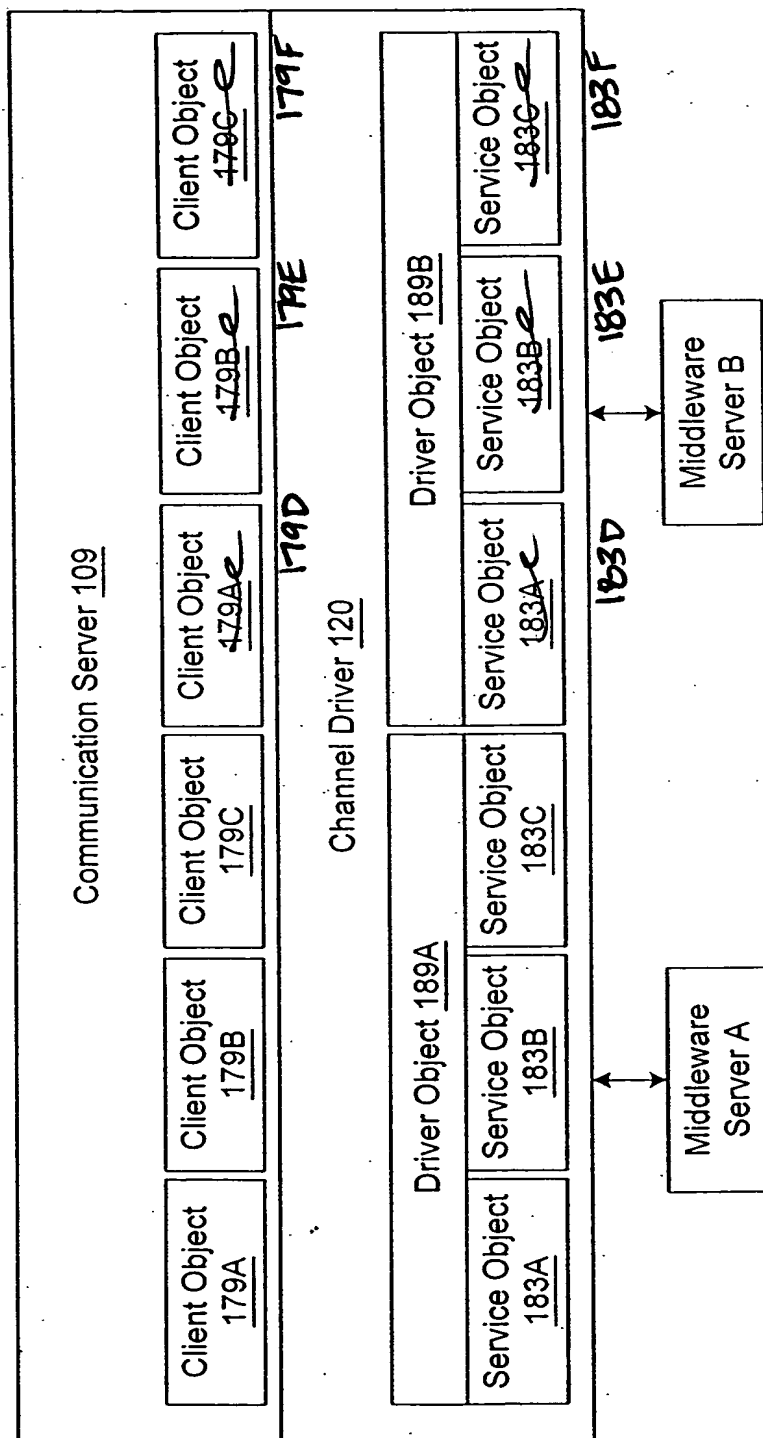
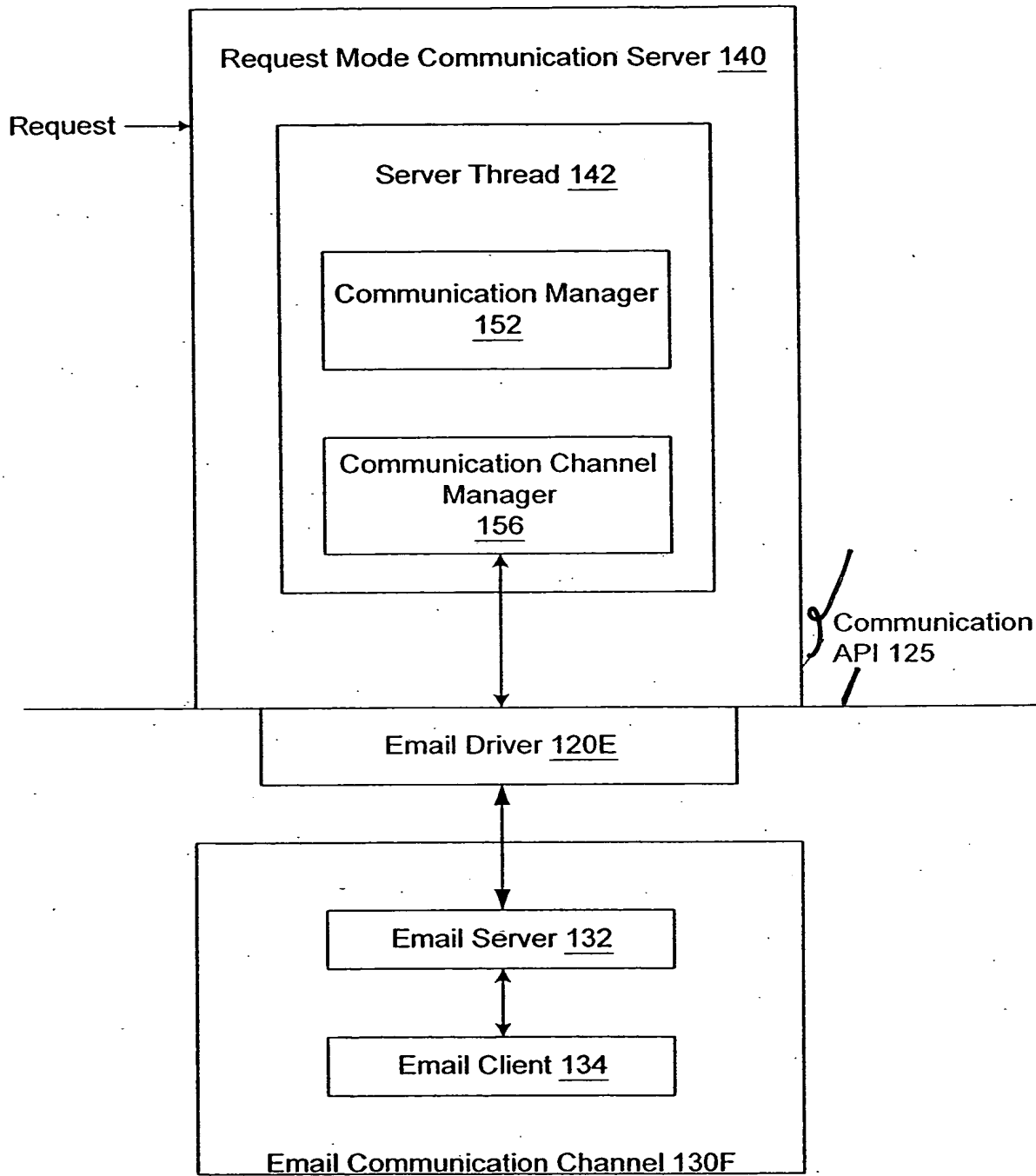


FIG. 11



**FIG. 1C**